

Introduction to Management (How to succeed in your first year)

January 7, 2014 (#2267CN)
Spokane

Quality Inn Oakwood
7919 North Division, Spokane WA 99208
509-467-4900*

~~**January 14, 2014**~~ (#2268CN)
Tumwater

Tumwater Class canceled

January 15, 2014 (#2269CN)
Everett

Best Western Cascadia Inn
2800 Pacific Avenue, Everett WA 98201
425-258-4141*

(*The phone numbers above may be used in case of emergency to contact a student in a class.)

Cost: \$100

Time: 9:00 am to 4:00 pm

Maximum Class Size: 40

Target Audience

It is most beneficial for those who have recently become first time maintenance supervisors or those who are thinking about applying for their first job as a supervisor in maintenance field. However it is also beneficial for building the skills of experienced supervisors and managers.

Course Description

This course takes a realistic look at the role of a supervisor compared to that of a worker.

Duties of the supervisor (There is more to it than you think)

- What are the duties of a first line supervisor?
- What can you expect as a new supervisor?
- How do you interact with your employees?
- How do you counsel and/or discipline employees?
- What are the good qualities of a good supervisor?
- How do you communicate with employees in one on one meeting?
- How do you communicate with employees as a group?

Performance management (Communication with your employees on how well they do their job)

- Why is it important to you?
- Why is it important to do an honest evaluation
- What do you cover in a good performance evaluation
- How should do you handle the meeting?
- What is next after giving an unsatisfactory evaluation?
- Why you need to follow-up on an unsatisfactory evaluation?



Dealing with employees with bad attitudes (Everyone's least favorite duty)

- Why is it important to deal with these employees?
- Why do some employees have bad attitudes?
- How do you deal with it?
- How do you address the issue to the employee?
- Why is it important to follow progressive discipline procedures?
- How do you do progressive discipline?

There is plenty of useful information that every new manager wishes he/ she had known about in the beginning. There is plenty of time for discussion, so bring your problems and we will talk about them.

Instructor

Phil Barto P.E., Fleet Engineering, LLC. Mr. Barto is retired from Spokane County Road Department where he was Operations Engineer for 24 years. He also has 15 years of experience in highway and heavy construction in many different positions. He is noted for his interaction with employees at all levels while heading up organizations with as few as 3 employees and as many as 250 employees. If you wish, bring the problems in your own organization, as there is plenty of time allowed for discussion of real world problems.

Class Registration

Please register online: [WSDOT LTAP Online Registration Form](#).

There is a registration fee for this class. Invoices and confirmation notices will be emailed 2-3 weeks prior to the class from LTAPTraining@wsdot.wa.gov. If you are unable to attend, someone else from your agency may attend in your place.

Questions

For information on course content: Phil Barto at BARTOFLEET@aol.com or 509-466-9408.

For all other information on this training, registration assistance or cancellations: Judy McDonald at LTAPTraining@wsdot.wa.gov, or 360-705-7355.

Disability accommodations provided upon request.

Visit Washington State LTAP Center's Web Page:

<http://www.wsdot.wa.gov/localprograms/ltap/>